

1. A field located technician or engineer support computer, comprising:

- (a) means, operable by a field located technician or engineer for recording data, referred to as system data and equipment data;
- (b) means for acquiring system and equipment operational data from temporary field installed sensors and recording said system data;
- (c) means for transmitting raw data from the field location to a central computer system for processing;
- (d) means for receiving processed and analyzed data at the field location from the central computer.;
- (e) means for displaying a series of prompts to the field located technician or engineer, to prompt the technician/engineer to supply additional data as required by the central computer for completion of the diagnosis/analysis;
- (f) means for displaying the results of the central computer's diagnosis/analysis; and
- (g) means for printing out the results of the central computer's diagnosis/analysis.

2. The field located technician/engineer support computer of claim 1 wherein at least part of said field support computer is a field located data input, storage and retrieval computer.

- (d) means for receiving processed and analyzed data at the field location from the central computer;
- (e) means for displaying a series of prompts to the field located technician or engineer, to prompt the technician/engineer to supply additional data as required by the central computer for completion of the diagnosis/analysis;
- (f) means for displaying the results of the central computer's diagnosis/analysis; and
- (g) means for printing out the results of the central computer's diagnosis/analysis.

12. The field located technician/engineer support computer of claim 11 wherein at least part of said field support computer is a field located data input, storage and retrieval computer.

13. The field located technician/engineer support computer of claim 11 wherein at least part of said field support computer is a field located phone line capable of transmitting and receiving computer generated data.

14. The field located technician/engineer support computer of claim 11 wherein at least part of said field support computer is a central computer system capable of interpreting and analyzing raw data and providing analysis and

diagnosis based upon the raw data.

15. The field located technician/engineer support computer of claim 11 wherein at least part of said field support computer is a centrally located phone line communication device capable of transmitting and receiving computer generated data.

16. The field located technician/engineer support computer of claim 11 further comprising means for accessing an external data store.

17. The field located technician/engineer support computer of claim 11 wherein said external data store contains operational data and specifications specific to the equipment being analyzed/diagnosed.

18. The field located technician/engineer support computer of claim 1, wherein said external data store contains parts cost and availability specific to the equipment being analyzed and diagnosed.

19. The field located technician/engineer support computer of claim 1 wherein the central computer establishes a customer data sheet for historical recording of analysis and diagnosis.

20. The field located technician/engineer support computer of claim 1 wherein the central computer establishes a customer data sheet for invoicing and billing purposes.

096493 0001
096493 0001

EXPRESS MAIL LABEL NO. ET18223695845
I HEREBY CERTIFY THAT THIS PAPER IS BEING DEPOSITED
WITH THE UNITED STATES POSTAL SERVICE
EXPRESS MAIL POST OFFICE TO ADDRESSEE SERVICE
UNDER 37 CFR 1.10 IN AN ENVELOPE ADDRESSED TO
ASSISTANT COMMISSIONER FOR PATENTS,
WASHINGTON, D.C. 20231 ON THIS DATE.
THE COMMISSIONER IS HEREBY AUTHORIZED
TO CHARGE ANY FEES ARISING HEREFROM AT
ANY TIME TO DEPOSIT ACCOUNT NO. 1001
8-8-2001 [Signature]
DATE SIGNATURE